TABLET HANDBOOK

DELL VENUE 10 PRO 5055

Pioneer Valley High School

Mission Statement

The vision of Pioneer Valley High School is to empower each student with the knowledge, skills and experiences necessary to contribute positively to the community and to thrive as an individual in a diverse and dynamic global society.

Schoolwide Learner Outcomes – *Panthers on T.R.A.C.K.*

TECHNOLOGY
Each student will apply the appropriate technological skills needed to meet the challenges of today and the future.

RESPONSIBILITY *Each student will develop and apply practical life skills and civic responsibility with the purpose of positively impacting the community.*

ANALYSIS
Each student will be able to process, analyze, and apply information in various contexts, using a variety of strategies and formats across content areas.

COMMUNICATION
Each student will develop the essential skills required to communicate effectively.

KNOWLEDGE
Each student will gain the knowledge necessary to graduate from high school and be college or career ready.

Santa Maria Joint Union High School District
675 Panther Drive
Santa Maria, CA 93454
805-922-1305 (phone) / 805-922-8203 (fax)
www.pvhspanthers.org

TABLET HANDBOOK

TABLE OF CONTENTS

DISTRICT OVERVIEW 1

TABLET SPECIFICATIONS 2

RECEIVING YOUR TABLET 2

USING YOUR TABLET AT SCHOOL 2

TAKING CARE OF YOUR TABLET 3

CLASSROOM GUIDELINES 3

UNPACKING YOUR TABLET 4

CHARGING YOUR TABLET 4

SETTING UP YOUR TABLET 5

PERSONALIZING YOUR TABLET 6

CONNECTING TO WIFI 6

COMPLETING SETUP 7

MANAGING YOUR FILES & SAVING WORK 8

PRINTING / CHARGING / PERIPHERALS 8

SOFTWARE ON TABLETS 8

- Microsoft Office 365
- Software Upgrades
- Additional Software
- Virus Protection
- Device Location Software

DISTRICT STUDENT TECHNOLOGY USE AGREEMENT 9

- Personal Responsibility
- Acceptable Use
- Privileges
- Network Etiquette & Privacy
- Services
- Security
- Vandalism
- Personal Discs/Data
- Updates

DIGITAL CITIZEN 11

CONSEQUENCES FOR VIOLATION OF TABLET USE POLICY 11

REPLACEMENT COSTS 12

REPAIRING OR REPLACING YOUR TABLET 12

TECHNICAL SUPPORT 12

- Warranty
- Insurance / Accidental Damage Protection
- Claims

ONLINE RESOURCES 13

TROUBLESHOOTING 13

FREQUENTLY ASKED QUESTIONS 13

DISTRICT OVERVIEW

In the spring of 2013, the Santa Maria Joint Union High School District began a strategic planning process relying on diverse voices to identify the highest goals for our schools and our students. This work would provide the foundation for the Local Control Accountability Plan or LCAP. With the approval of the Santa Maria Joint Union High School District Board of Education, a 36-member Planning Team convened on April 15, 2013 and was charged with drafting the mission, vision statement, identifying core values, crafting strategic goals and strategic initiatives. The team included parents, students, teachers, classified staff, administration, representatives from higher and feeder education, and at large community members.

Strategic Plan

Vision

Every student succeeds and is prepared for college, career, and life.

Mission

We prepare all learners to become productive citizens and college/career ready by providing challenging learning experiences and establishing high expectations for achievement.

Overarching Goal

All stakeholders prepare students for success in college, a career with growth potential, and productive citizenship in our interconnected world.

Core Values

Integrity	Inspiration	Respect	Collaboration	Excellence
Knowledge	Accountable	Adaptability	Achievement	Communication
Stewardship	Commitment	Determination	Welcoming	Cooperation
Reliable	Honesty	Success	Rigor	Inclusive
Optimistic	Safety	Responsible	Pride	Trust

Strategic Plan Goal #3C

Expand the ways in which technology may be used to support student engagement and learning, while improving the efficiency of district operations.

LCAP Goal #5

Expand the ways in which technology may be used to support student engagement and learning, while improving the efficiency of district operations.

TABLET HANDBOOK

TABLET SPECIFICATIONS

DELL VENUE 10 PRO 5055

Operating System: Windows 8.1 Pro 32bit

Processor: Intel Atom Processor Z3735F

Memory: 2GB DDR3L

Integrated Memory Chip: 32GB

Graphics Card: Intel HD Graphics

Display: 10.1 inch 1280x800 IPS Multitouch Display

Keyboard: Removable Integrated with Cover

Battery: Primary 2-cell 32WHr

Wireless: Broadcom AH691A-2x2

Camera: 1.2MP Front, 5MP Back

Adapter: AC Adapter Cable, Micro-USB

Software: MS Office 365 with Word, Excel, Powerpoint, One Note, Lync, Outlook

Warranty: 1-year Limited Warranty

Location Recovery Software: Computrace Theft Recovery

Energy Star Compliant

RECEIVING YOUR TABLET

To receive a tablet, parents and students must complete the Student Tablet Use Policy. By signing this agreement, all parties signify they understand the expectations for proper care and appropriate use with tablet issuance.

Opt-Out Option – Parents can choose to opt out and their student will not receive a tablet.

Once the tablet is issued to a student, it will stay with them for the remainder of their high school career, or until they withdraw from school or graduate. Students will be responsible to bring their tablet to and from school with them every day. Tablets are to remain with the student during the day and should not be unsupervised at any time. Units should be charged at home each evening for use the next day. Students should carry a lock at all times for PE locker storage.

USING YOUR TABLET AT SCHOOL

Tablets are intended for use at school each day. Tablets must be brought to school each day in a fully charged condition. Students need to charge their tablets each evening at home.

In addition to teacher expectations for tablet use, school messages, announcements, calendars and schedules will be accessed using the tablet computer.

Students must be responsible to bring their tablet to all classes. At the beginning of class, have your tablet ready to use. The class will not be expected to wait for you to be ready.

TAKING CARE OF YOUR TABLET

SUGGESTED PRECAUTIONS

- Keep tablets with you at all times! Do not leave them unattended or in a vehicle.
- No food or drink near tablets – they cause damage.
- Do not loan your tablet to others.
- Keep tablet and keyboard attached for protection of the devices.
- Keep your tablet charged. Tablets should be fully charged each night.
- Tablets should be powered off or put in sleep mode when not in use to preserve battery life.
- Tablet screens will damage easily with excessive pressure to the screen.
    - Do not lean on the top of the tablet when it is closed.
    - Do not place anything near the tablet that could put pressure on the screen.
    - Do not place anything in the carrying case that will press against the cover.
    - Do not place anything on the keyboard before closing the lid (pens or pencils).
    - Clean the screen with a soft, dry cloth or anti-static cloth.
    - Do not wear jewelry on the wrist or hand while using the tablet as these items may scratch the screen.

- Cords, cables, and removable storage devices must be inserted carefully into the tablet.
- A protective case is recommended for tablet protection. A case or sleeve can be purchased at the school's student store or most department/retail stores. If using a neoprene case, place tablet in sleep mode or off position to prevent overheating.
- Tablets must remain free of any writing, drawing, stickers, or labels that are not the property of SMJUHSD. District asset tags/labels should not be removed.

CLASSROOM GUIDELINES

- Tablet use in the classroom is at the discretion of the teacher for educational purposes.
- Students are to treat tablets as if they purchased it.
- Bring tablets to school fully charged each day.
- Sound is to be kept muted unless approved by the teacher.
- No food or drink is to be near the tablet when in use.
- Do not stack items on the tablet / screen.
- Use network etiquette. Think twice before you post – online is forever!
- Social media & gaming are for personal time.
- Never leave your tablet unattended.
- Never loan your tablet to anyone.
- Do not share passwords or account details.
- Use of inappropriate screensavers, sites or activities is prohibited – presence of weapons, pornography, inappropriate language, alcohol, symbols or pictures of drugs, gangs or that are threatening to otherswill result in disciplinary action.
- No recording of others without their consent.
- Do not remove district identification from tablet.
- Students should not attempt to repair their own tablet.
- Tablets are the property of SMJUHSD and are subject to inspection and/or confiscation at any time.
- All tablets are subject to monitoring by the district for content. Privacy is not guaranteed.
- Use of the tablet for illegal activities such as copyright infringement of licensing violations is prohibited.

TABLET HANDBOOK

UNPACKING YOUR TABLET

Throughout your set-up, make sure to use your school credentials (user name, email address, and password) as you go. It will make your life much easier if you only need to know one password for everything on your tablet. Before you get started, you'll need a few things:

- Your six-digit ID number
- Your **new** school email address. It starts with your six-digit ID number.

  Example: 321321@students-smjuhsd.org
  (Notice the hyphen between students and smjuhsd)

- Your password (the one you use to log on to the computers). It has a capital letter, a lowercase letter, and six numbers. If you don't know it, you can ask one of your teachers to look it up for you.

Start by unpacking your tablet and checking the contents. If any of these items are missing, return the entire box to the checkout window. In the box you should have:

- Tablet
- Magnetic keyboard/cover
- Charger (in 3 pieces) – Remove all the plastic form the pieces of the charger before putting it together – see photos below.
- Warranty - you may discard
- Owner's manual
- Box – Recycle please

CHARGING YOUR TABLET

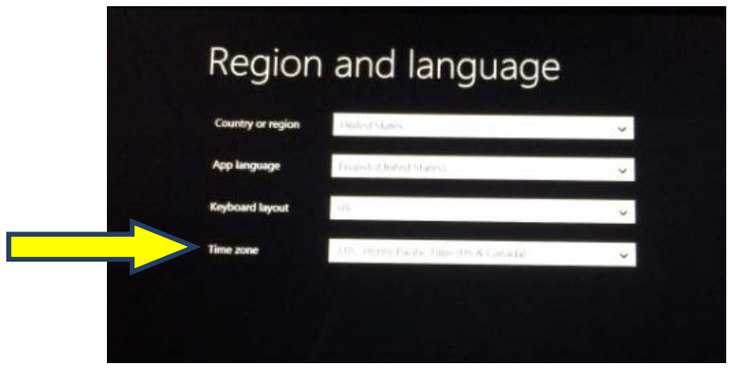
1. Charge your tablet. The charging port has a little lightning bolt next to it, so it's easy to find. You should see a light come on both on the charger and on the tablet (near the silver power button) to show you it's charging.

2. You can start set-up while it's charging if you can remain near an outlet. If the battery is completely drained (and most are), you'll have to charge for 10-30 minutes before it will turn on.

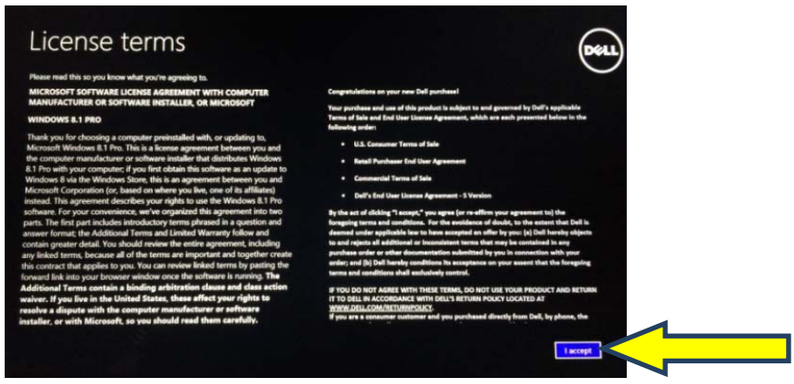
3. When your tablet is charged, turn it on by pressing down on the silver power button. You should feel a slight vibration. If you don't, the battery is drained, or you need to hold the button down a second or two longer.

SETTING UP YOUR TABLET

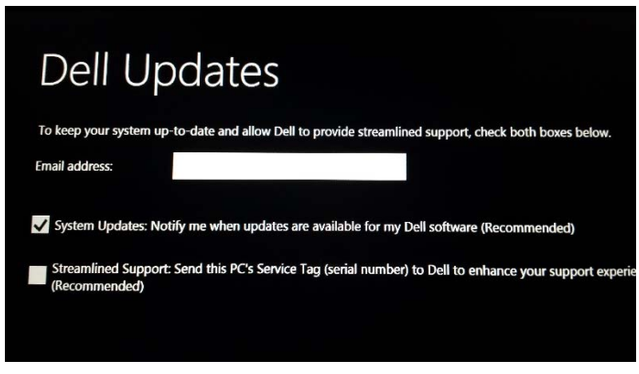
1. When your tablet is ready to go, attach the magnetic keyboard (it may already be attached). The back of the keyboard will fold into a kickstand. If at any point the keyboard doesn't seem to be working, disconnect it (just pull gently) and reattach it, letting it click into place.
2. Remove the plastic cover from the track pad on the keyboard.
3. Now you'll begin set-up. Set-up takes 10-20 minutes. Your progress can't be saved, so if you have to stop midway, you'll have to start over. Start when you know you have time to finish. If you get stuck at any point, there's an arrow in the upper left-hand corner that will take you to the previous screen.
4. The first prompt asks about region, language, and time zone. The first three should already be correct (United States, English, US), but you'll need to change the time zone. Our time zone is Pacific Standard Time (+8:00).
5. Click Next in the bottom right hand corner when finished.



6. Next is the License and Terms. Read through these and then click Accept.



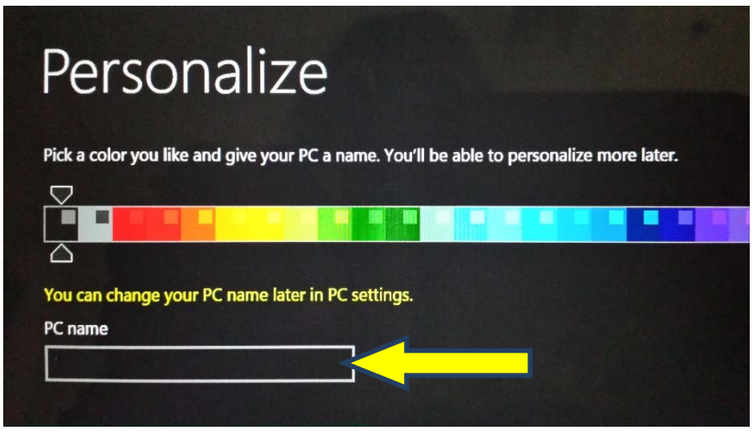
7. The next asks you to enter an email address for Dell updates. Enter your school email address _____@students-smjuhsd.org. There should be two boxes beneath that. The top one is checked. Leave it checked so your tablet will receive updates. The bottom box should remain unchecked. Click Next in the bottom right hand corner when finished.


Dell Updates
To keep your system up-to-date and allow Dell to provide streamlined support, check both boxes below.
Email address:
System Updates: Notify me when updates are available for my Dell software (Recommended)
Streamlined Support: Send this PC's Service Tag (serial number) to Dell to enhance your support experie
(Recommended)

PERSONALIZING YOUR TABLET

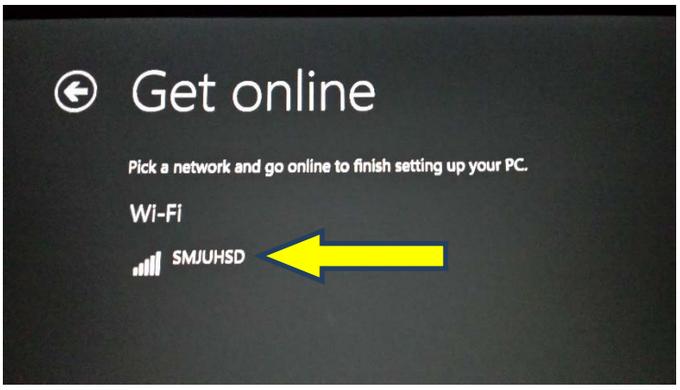
Now you get to customize your tablet a bit. Choose a basic color scheme for your tablet and give your tablet a name. You can change your color choice later.

Your tablet name should be your six digit ID number and two intials for security reasons. If your name is Priscilla Panther, your tablet name would be: 123456PP – no spaces. When you're done, click next.

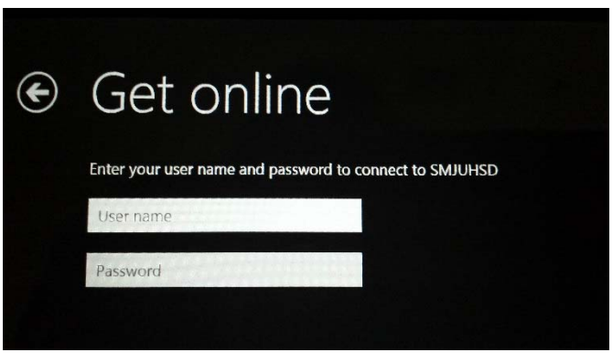

Personalize
Pick a color you like and give your PC a name. You'll be able to personalize more later.
You can change your PC name later in PC settings.
PC name

CONNECTING TO WIFI

Next is Get Online so you can connect to Wi-Fi. If you're at school, pick the SMJUHSD Wi-Fi.



Your user name and password are the same you'd use to get on to any computer. User name: six digit ID number password: network password (It has a capital letter, a lowercase letter, and six numbers). Sometimes it takes a minute to log on; be patient ☺ If you have trouble logging on, double check your user name and password. You can use the back button if you need to try again.

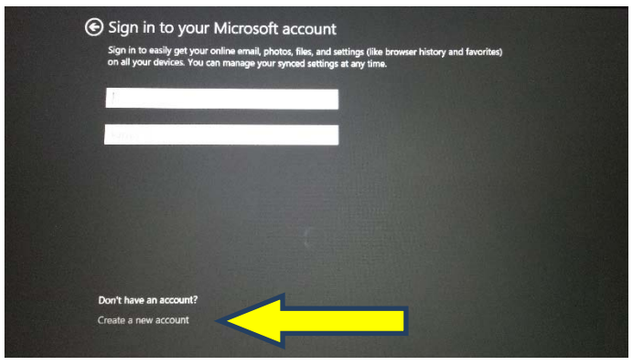


COMPLETING SET-UP

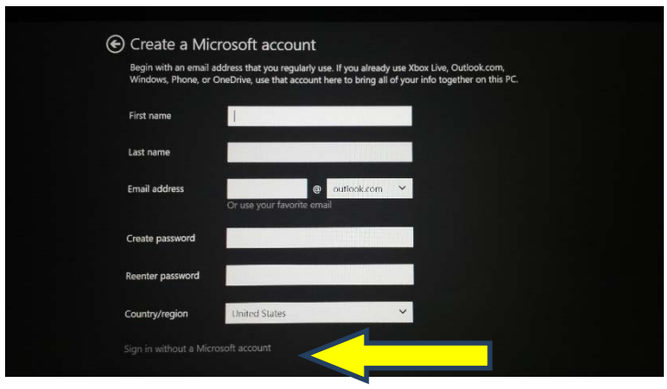
The next prompt asks about express and customized settings. At this point, just pick the express settings. You can customize later.

Follow these next directions carefully. You're going to create the main account for your tablet.

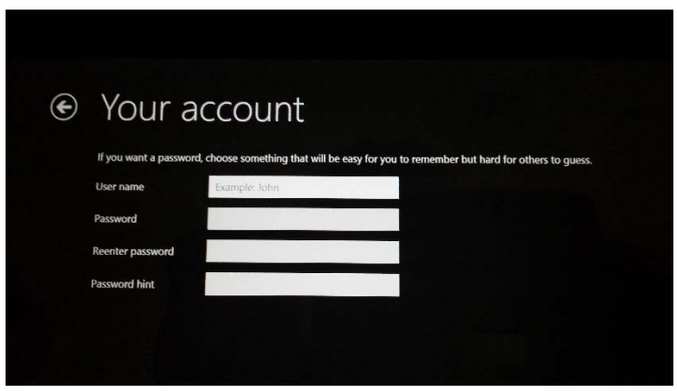
Click on the link on the bottom that says "Don't have a Microsoft account? Create a new one."


Sign in to your Microsoft account
Sign in to easily get your online email, photos, files, and settings (like browser history and favorites) on all your devices. You can manage your synced settings at any time.
Don't have an account?
Create a new account

On the next screen, in very small print on the bottom, it says "Sign in without a Microsoft account." Click on that.


Create a Microsoft account
Begin with an email address that you regularly use. If you already use Xbox Live, Outlook.com, Windows, Phone, or OneDrive, use that account here to bring all of your info together on this PC.
First name
Last name
Email address
outlook.com
Or use your favorite email
Create password
Reenter password
Country/region
United States
Sign in without a Microsoft account

You're going to create a local account, not sign in with a Microsoft account. Use your six-digit ID as a username and your school password. BE VERY CAREFUL TO TYPE THESE IN EXACTLY or your tablet will be locked with the wrong password.


Your account
If you want a password, choose something that will be easy for you to remember but hard for others to guess.
User name
Example: John
Password
Reenter password
Password hint

Congratulations! You should see flashing colors and a "please wait" message while your tablet sets up. Your tablet is now ready for you to customize. One last tip: the batteries on these tablets drain quickly. If you're not using it, turn it off by holding down on the power button until the "slide to power off" screen appears. If at any point your tablet won't turn on, the battery is super dead. You'll have a charge for it while before it will even power on.

MANAGING FILES AND SAVING WORK

Students will be able to save files to the following locations: Office 365 Cloud storage, Desktop, My documents, External USB drive, and Micro SD card.

Students should back up / copy their files regularly using removable file storage. A backup, or the process of backing up, refers to the copying and archiving of computer data so it may be used to *restore* the original after a data loss event.

It is the student's responsibility to ensure that work is not lost due to mechanical failure or accidental deletion. Computer malfunctions are not an acceptable excuse for failing to submit work. Non-school related material should be saved to removable storage devices.

The school is not responsible for added accessories including flash drives, cases, micro SD cards and added screen protection.

PRINTING / CHARGING / PERIPHERALS

Printing
Students will not be able to connect tablets to school printers. It is recommended that students print files to pdf format to submit electronically via email or copy files to a removable drive to print in school computer labs.

Charging
All tablets come with an AC adapter with a micro USB for charging. It the student's responsibility to ensure the tablet is charged each night.

Peripheral Devices
Tablets have USB and micro HDMI video ports in addition to a headphone jack with volume control.

SOFTWARE ON TABLETS

Microsoft Office 365
By logging on, a full version of MS Office 365 will be accessible. When working in online versions of Office, only the light version with limited features will be available.

Tablets come with some pre-installed programs; Microsoft Office specifically. Students should not try to install or activate this product from the desktop icon, instead they need to install Office 365 using their Microsoft Office 365 accounts. Refer to the self-help install guide "Install Office 365 / Office 2013" in the PVHS Tablet Resources web page.

Also, programs such as Outlook 2013 should be used be for a local email client instead of the default MAIL icon that can be found on the Metro Screen. Other default Metro screen icons that should not be used, and recommended to be removed, are Calendar (use Outlook 2013), OneDrive (use OneDrive for Business), OneNote (use OneNote 2013).

Please note that Office 2013 and Office 365 are the same programs, they just have different names depending on how they are being accessed. Office 2013 programs are installed local on the tablets and all programs do need to have internet access to run. Office 365 is the same suite but online and can be accessed through a user's Office 365 account anywhere in the world via an internet capable computer.

Software Upgrades
Updates of licensed software may be available from time to time. Students may be instructed to upgrade their software from the school's internet.

Additional Software
From time to time the school may add software applications.

Any additional software must be appropriate for the school environment and may not infringe on the productivity of the classroom setting. Violent games and computer images containing obscene or pornographic material are banned.

Students are responsible for ensuring that only software that is licensed to their tablet is loaded onto their computers. Students are responsible for maintaining the integrity of software required for facilitating academic activities.

Virus Protection – Windows Defender
All tablets have anti-virus protection software. The virus software will be upgraded from the internet as updates occur. It is the student's responsibility to check for updates. From the right side of the tablet, doing a 'swipe left' from off screen will enable you to search for Windows Defender. Windows Defender front screen will indicate if updates are needed. Follow prompts to scan tablet if necessary.

Device Location Software
Computrace theft tracking is installed on each tablet.

DISTRICT STUDENT TECHNOLOGY USE CONTRACT

As a condition of enrollment, parents and students sign that they have read the Student Technology Use Contract. When signed by you, and if appropriate, your parent/guardian, it becomes a legally binding contract. We must have your signature where indicated and that of your parent/guardian (if you are under 18) before we can provide you access to services.

TERMS AND CONDITIONS OF THIS CONTRACT
The provisions of this contract are listed below, If any user violates these provisions, access to the information service may be denied and you may be subject to disciplinary action, loss of computer services, legal referral, and financial restitution.

The Information Services as used herein includes but is not limited to personal computers, telephone systems, all media input/output devices, and networks: LAN, MAN, WAN, Internet

1. **Personal Responsibility**: As a user of the services, I agree to use the system for the educational purposes intended. I accept personal responsibility for any misuse of the system and accept responsibility to report any misuse of the system. Misuse can come in many forms, but it is commonly viewed as illegal solicitation, racism, sexism, inappropriate language, pornography, and other issues described below.
2. **Acceptable Use:** The use of services must be in support of education, research, and with the educational goals and objectives of the Santa Maria Joint Union High School District. I am personally responsible for this provision at all times when using electronic information services. Acceptable Use includes but is not limited to the following:
    - Use of other organization's networks or computing resources must comply with rules appropriate to that network.
    - Use of services must be in accordance with the law. This includes, but is not limited to laws pertaining to copyrighted material, obscene material, and proprietary material.
    - Use of services for activities by commercial institutions.
    - Use of product advertisement or political lobbying is also prohibited.

DISTRICT STUDENT TECHNOLOGY USE CONTRACT (continued)

I am aware that the inappropriate use of electronic information resources can be a violation of local, state, and federal laws and that I can be prosecuted for violating those laws.

3. **Privileges**: The use of electronic services is a privilege, not a right. Inappropriate use will result in loss of those privileges. Each person who accesses services will participate in an orientation or training course with a District staff member regarding proper behavior and use of services. Administration may revoke or suspend services at any time deemed necessary. District staff may request that administration deny, revoke, or suspend specific user access to services.
4. **Network Etiquette and Privacy**: You are expected to abide by the generally accepted rules of network etiquette. The rules include, but are not limited to the following:
    - BE POLITE. Never send, or encourage others to send abusive messages.
    - USE APPROPRIATE LANGUAGE. Remember that you are a representative of our school and district on a non-private system. You may be alone with your computer, but what your say and do can be viewed globally! Never swear, use vulgarities, or any other inappropriate language. Illegal activities of any kind are strictly forbidden.
    - PRIVACY. Do not reveal your home address or personal phone number. Do not share personal information about yourself or others.
    - ELECTRONIC MAIL. Electronic mail (e-mail) is not guaranteed to be private. Messages relating to or in support of illegal activities will be reported to the authorities.
    - DISRUPTIONS. Do not use the network in any way that would disrupt the use by others.
5. **Services**: The District makes no warranties of any kind, whether expressed or implied, for the service it is providing. The Santa Maria Joint Union High School District will not be responsible for any damages suffered while on this system. These damages may include loss of data as a result of delays, non-deliveries, or service interruptions caused by the system or your errors or omissions.
6. **Security**. Security on any computer system is high priority because there are so many users. If you identify a security problem, notify the supervising staff person at once. User will never demonstrate problems to other users. Any user identified as a security risk will be denied access to information services. Services will never be used without appropriate authorization.
7. **Vandalism**: Vandalism is defined as any malicious attempt to harm or destroy media or media devices. This includes but is not limited to, the uploading or creation of computer viruses and the unauthorized erasure or alteration of existing programs and data, and causing any physical damage. Any vandalism will result in the loss of information services, disciplinary action, legal referral, and financial restitution.
8. **Personal Data**: Student use of personal data and/or programs on school computers must be approved by the person directly responsible for the computer(s).
9. **Updating**: The District may require a periodic renewal of this contract.

DIGITAL CITIZENSHIP

Students must follow the five conditions of being a good digital citizen.

1. **Respect Yourself**.
   - I will show respect for my school, district, and myself through my actions.
   - I will act with integrity.
   - I will select online names that are appropriate.
   - I will consider the information and images that I post online.
   - I will not visit sites that are offensive or inappropriate.
2. **Protect Yourself**.
   - I will ensure that the information, images and materials I post online will not put me at risk.
   - I will not publish my personal details, contact details or a schedule of my activities.
   - I will report any attacks or inappropriate behavior directed at me.
   - I will protect passwords, accounts and resources.
3. **Respect Others**.
   - I will show respect to others.
   - I will not use electronic mediums to bully or harass others.
   - I will not abuse my rights of access.
   - I will not misrepresent my identity by posing online as someone else.
4. **Protect Others**.
   - I will protect others by reporting abuse, not forwarding inappropriate materials or communications, and I will report unacceptable materials and communications.
   - I will report any incident of others falsifying identity.
5. **Protect Intellectual Property**.
   - I will respect the intellectual property of others online and will cite sources when appropriate.
   - **I will not use my tablet to plagiarize or copy work from the internet or other students.**

CONSEQUENCES FOR VIOLATIONS OF THE TABLET USE POLICY

- Restitution
- Student/Parent Conference
- Conference with Administrator
- Removal of Unauthorized Files/Folders
- Detention, Suspension or Expulsion
- Legal Action if necessary

Violations of these policies may result in one or more of the following disciplinary actions. The following rubric is not meant to be all encompassing but rather to serve as a guideline for determining appropriate disciplinary action when a violation of a technology rule occurs.

LEVEL I VIOLATIONS	LEVEL II VIOLATIONS
Level I violations are less serious and begin with a student/or parent conference with the teacher or administrator. However, depending on the frequency, a Level I violation may merit a more severe disciplinary action such as the ones set forth above.	Level II violations are more serious and begin with a required conference with the administrator. However, depending on the seriousness and frequency of the violation, a Level II violation may merit a more serious disciplinary action such as the ones set forth above.
• Sharing passwords • Plagiarism • Bypassing district security controls • Defacing tablet (e.g. sticker, marker) • Removing district labels or tags • Repeated failure to charge battery • Repeated failure to bring tablet to class • Failure to follow teacher directives • Off task behavior during instruction using tablets (playing games, chatting, etc.) • Improper care/mishandling of tablets (closing with pencil inside, running with it, etc.)	• Downloading, posting or distributing materials that are: o Harmful/hurtful to others o Inappropriate or offensive o Illegal (e.g. copyrighted materials), including references to violence or illegal activities • Engaging in online activity that threatens, intimidates, bullies, harasses or discriminates • Intentionally destroying or damaging any tablet • Engaging in any illegal activity • Use of tablet for financial profit • Intentially harming or destroying another user's data • Creating or sharing a computer virus • Disrupting the network or the educational process

REPLACEMENT COSTS

Students issued District owned electronic devices to use at school, home, or outside of school are expected to follow the rules and guidelines set forth in the Santa Maria Joint Union High School District (SMJUHSD) Student Acceptable Use Agreement. Students using SMJUHSD owned electronic devices may be assessed for any damage caused by inappropriate use and/or treatment of such equipment. The following costs are provided only as estimates as real costs are subject to change:

- Electronic device replacement - approximately $350
- New power pack - $30
- Damage to keyboard/case - minimum $50 charge depending on extent of damage

REPAIRING AND REPLACING TABLETS

Tablets that are broken or fail to work properly must be taken to the Textbook checkout window in the Library.

Warranty
The tablets come with a one-year limited warranty for defects in materials and workmanship on the tablet, battery or power supply. It does not provide coverage for the keyboard. This limited warranty covers normal use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair the tablet or its replacement. It does not cover damage caused by misuse, abuse, accidents or computer viruses.

Insurance / Accidental Damage Protection
SMJUHSD will offer voluntary / optional tablet insurance for $10 per year. Multiple years of coverage can be purchased. This policy will provide full replacement cost coverage on and off school grounds. It is also transferable to a replacement unit. Limitations include: no coverage for simple loss; theft claim requires a police report; maximum of three accidental damage claims. To purchase the plan, complete the required form and return it to the school Business Office with payment **before the last day of school.** Beyond the deadline, the tablet insurance will no longer be an option and students/parents/guardians will be responsible for the full replacement cost.

Claims
If the tablet is lost or stolen, a report must be filed with SMPD and the school immediately. A police report number is required to activate the Computrace tracking software.

Fraudulent reporting of theft, loss, or accidental damage by fire will be turned over to the police and insurance company for prosecution. A student making a false report will also be subject to disciplinary action as outlined in school policy. The District will work with local law enforcement to alert pawnshops in the area to be aware of this District-owned equipment.

TECHNICAL SUPPORT

Technical support will be provided by teachers, online resources and student lab assistants.

Refer to the school website Tablet page for assistance with tech support.

ONLINE RESOURCES

Dell Product Support includes many helpful resources for tablet use including:

- Manuals - Quick Start and User's Guides
- Diagnostic Tools
- Support Topics and Articles
- Drivers and Downloads
- Getting Started
- Parts & Accessories

Visit the Dell Product Support website or find the Dell Venue 10 Pro 5055 User Guide on the school website.

Outlook Web Exchange	https://outlook.office.com/owa
Login	permid@students-smjuhsd.org
Password	same as the one used to login to the computer

Office365 Account Access https://portal.office.com

Students will also a private SharePoint MySite that they can use to collaborate.

PVHS Panthers Tablet Resources Page

TROUBLESHOOTING

There are many online resources on the internet, especially Dell support and the pvhspanthers.org website for troubleshooting problems with tablets and factory resets.

Dell User's Manual Troubleshooting

- Battery problems
- System problems
- Touchscreen problems
- Network problems

FREQUENTLY ASKED QUESTIONS

What if I do not want my student to receive a tablet?
On the Student Tablet Use Policy form, parents can opt out and their student will not receive a tablet. If at any time, parents change their mind and wish to have their student receive a tablet, they will have to complete a new form.

What if my student loses, damages or has their tablet stolen? Will they receive another one?
Each situation will be evaluated individually by site administration. A police report should be filed and an administrator notified to activate the theft-tracking software if warranted.

What are the replacement costs?
Replacement costs will vary depending on extent of damage. Please refer to *Replacement Costs* section for more specifics.

Is my student responsible for replacement cost or fees due to damage?
Students are responsible for proper care of their tablet and will be liable for damages/loss.

Do I need to purchase insurance for my student's tablet?
SMJUHSD will offer optional tablet insurance for $10 per year. This policy will provide full replacement cost coverage on and off school grounds. It is also transferable to a replacement unit. Limitations include: no coverage for simple loss; theft claim requires a police report; maximum of three accidental damage claims. To purchase the plan, complete the required form and return it to the school Business Office with payment **before the last day of school.**

FREQUENTLY ASKED QUESTIONS (continued)

Do I need to purchase any accessories, i.e., carry case, flash drives?
Students / parents are responsible for purchasing accessories. The Student Store will stock assorted items including cases, styluses and USB drives.

Will my student be able to download and print assignments as school?
Tablets will not be able to access school printers. Students should bring a removable USB drive to print from school labs if needed.

What if we do not have internet at home?
Home internet is not a requirement. Internet access for your home is available through various providers at a discounted rate provided you qualify for the Free/Reduced Meals Program. Students will be able to access the internet with their tablets at locations in the community that offer free wifi access. Students can download and install Office 365 at school. Office 365 does not need to be connected to the internet to run.

How do I connect to the internet at home?
Depending on the your house preferences and set-up, tablets may be able to connect to the home's wireless network.

How will my student be prevented from accessing inappropriate websites?
Student accounts are monitored while at school, but parents will be responsible to put safeguards in place for home use.

Can students install or load software, games or other personal files to the tablet?
Students will be able to personalize their tablets with appropriately licensed software. Students are encouraged to use discretion with any install or download.

Will my student receive any training or support on how to use the tablet? If so, by whom?
Initially, teachers will provide support to students for tablet use. Eventually there will be additional resources in place on campus to support students with their tablet use.

How can I support my students learning using the tablet?
Parents are welcome to provide assistance to their student in the home with their tablet.

Will the tablets replace textbooks? If so, when?
To be determined.

Can a student bring and use their own tablet, laptop or device to school?
Students are discouraged from bringing personal devices to school. The school is not financially responsible for any lost or stolen personal items.

Is the district working with local law enforcement on a safe passage to and from school that will protect students while carrying these devices?
The school works collaboratively with law enforcement. Education campaigns are planned that will assist students in making good decisions when traveling with their tablet.

What if my student leaves the district or transfers to another school?
Students who leave the district will need to return their tablet. Students who transfer to another school within the school district will take their tablet with them.

Does my student get to keep the device? Can I purchase the tablet if I choose to do so?
Both to be determined.

What are the consequences for misuse / abuse of tablets?
The district's major discipline policy will address the actions to be taken for related offenses. Students are reminded that the tablets are district property and are subject to inspection and/or confiscation at any time.